

PERMIT SERVICES
CUSTOMER VOLUME AND
WAIT TIMES

Wait time	1-14	15-29	30-44	45-59	60+	Total Customers
January	59%	23%	10%	4%	2%	1614
February	57%	24%	11%	5%	2%	1701
March	50%	24%	15%	6%	5%	1686

First quarter average customers served within 30 minutes: 79%
Total Customers: 5,001

April	53%	25%	15%	7%	4%	1660
May	53%	25%	11%	5%	6%	1809
June	52%	25%	12%	7%	4%	2012

Second Quarter average customer served within 30 minutes: 77.6%
Total Customers: 5,481

July	70%	22%	9%	2%	2%	1790
August	61%	23%	9%	4%	2%	1981
September	62%	22%	10%	3%	2%	1963

Third Quarter average customer served within 30 minutes: 86.6%
Total Customers: 5,734

October	62%	25%	9%	3%	.5%	1638
November	66%	27%	5%	2%	.2%	1534
December	No data available due to implementation of new system.					

Fourth Quarter average customer served within 30 minutes: 90%
Total Customers: 3172*
(*Data is for two months)